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## Dental Practice Code of Practice for patient complaints

In this practice we take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make, and we respond to customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service we provide is Mr Gupta.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to Mr Gupta immediately. If Mr Gupta is not available at the time, then the patient will be told when they will be able to talk to him or their usual dentist and arrangements will be made for this to happen. The reception desk will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If the patient complains in writing the letter will be passed on immediately to Mr Gupta. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to their dentist, unless the patient does not want this to happen.
5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days. We will invite the patient to discuss the complaint in a meeting at the practice. We will aim to investigate the complaint within ten working days of receipt to give an explanation of the circumstances, which led to the complaint.  
If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within the anticipated timeframe we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
6. We will confirm the decision about the complaint in writing immediately after completing our investigation. Proper and comprehensive records are kept of any complaint received.
8. If patients are not satisfied with the result of our procedure, then a complaint may be made to:
  - The Dental Complaints Service (Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA) for complaints about private treatment  
Tel: 0208 253 0800 or visit: <http://www.dentalcomplaints.org.uk/>
  - The General Dental Council (the dentists' registration body): 37 Wimpole Street, London, W1M 8DQ
  - The Care Quality Commission:  
Tel: 03000 61 61 61 or Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)
  - NHS Complaints Advocacy service for Wolverhampton:  
Tel: 0300 456 2370 or Email: [whacs@pohwer.net](mailto:whacs@pohwer.net)  
or visit: <https://www.pohwer.net/nhs-complaints-advocacy>
9. If an NHS patient does **not** want to make complaint to the practice first, they can contact:  
  
Telephone: 0300 0120 281  
Email: [bcicb.time2talk@nhs.net](mailto:bcicb.time2talk@nhs.net)  
Writing: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH